Mentoring Coordinator



Job Description

**Who we are**

The Eikon Charity is one of Surrey’s leading charities supporting children and young people to overcome difficulties, become resilient and develop into confident adults who contribute positively to their communities.

We are looking for people with passion and expertise to drive the charity forward and help us continue to be a leading provider of early intervention in Surrey.

**Our vision**

For all Surrey young people to thrive.

**Our mission**

To empower and support young people in Surrey to have the wellbeing and resilience they need to thrive.

**Our values**

We elevate and amplify the voices of children & young people.

The needs of young people guide everything we do, shaping every decision and action we take.

We act with compassion.

We empathise with the pressures of modern life and feel compelled to help without judgement.

We work together.

Partnering with parents, carers, schools, policymakers, and young people themselves helps us all to succeed.

We take responsibility.

We recognise our part to play in the future of children & young people, and we hold ourselves accountable for their success.

**Our culture**

We recognise our collective strength and champion the power of individuals. Our teams are amazing and inspire people every day. We work hard to create an environment where all of our staff and volunteers feel comfortable to bring their whole selves to work. Diversity enriches us and improves the support we give children and young people. The work we do creates change to be celebrated, rewarding moments, and outcomes to be proud of every day. It can also bring professional and personal challenges to each of us. We support each other to share our moments of success, do the best we can for young people, ensure everyone enjoys their work, and support our colleagues when they need it

**The practicalities**

**Location:** Will require travel to a variety of school and community locations across Surrey and the Eikon Offices, New Haw

**Length of Contract:** Permanent

**Hours:** 37.5 with a need to be flexible to meet the needs of the service. Some evening and weekend working may be required

**Pay:** £29,000 to £32,000

**Benefits:** 5 weeks holiday a year plus Bank Holidays

Sick pay

Safeguarding training

Flexible working where role allows



Pension scheme

Employee Assistance programme

**Your line manager:** Service Delivery Manager

**Your role**

Supervise the delivery of Eikon’s volunteer mentoring services to children and young people in allocated schools across Surrey. Supervise a team of Volunteer Mentors ensuring parity of our offer in Schools to Children and Young People. Ensuring the highest standards of case work, effective practice and safeguarding are maintained. Providing regular review and assessment of caseloads, with guidance on how to progress provided to the team of Volunteer Mentors.

**Responsibilities**



* Plan, resource and oversee the delivery of the volunteer mentoring programme, to ensure that the service is offered to young people at the right time and that young people are at the heart of the programme.
* Develop and maintain key relationships within schools in Surrey to deliver the volunteer mentoring programme.
* To identify trends and gaps in provision, then work with Service Delivery Manager on ways to improve our Volunteer Mentoring service
* Supervise a team of volunteer mentors in line with Eikon's policies
* Induct, train and develop volunteer mentors, ensuring a high-quality service with safe and effective practice is delivered in accordance with all other best practice guidelines
* Work in collaboration with the Designated Safeguarding Manager and Service Delivery Manager to ensure all volunteers are competent to supervise safeguarding issues
* Support volunteer mentors with all safeguarding issues and liaise with the Designated Safeguarding Manager and Service Delivery Manager where appropriate.
* Understand and act when safeguarding issues need to be escalated, always following safeguarding and child protection procedures
* Support volunteer mentors to ensure accurate recording of all individual engagements, ensuring supervisory review of notes, follow up action where appropriate and feedback provided as necessary
* Support volunteer mentors in ensuring outcomes and impact are agreed, reviewed and recorded for mentees using the Eikon Impact Measurement tool
* Ensure case management is undertaken to a high quality, including ensuring systematic case note review processes are followed, providing evidence of change and celebrating progress with CYP
* Ensure all data and information is uploaded onto all relevant databases
* Provide accurate and timely mentoring programme data reports, for internal management
* Keep up to date with good practice, legislation and policies that have an impact on service delivery at Eikon
* Always apply safeguarding and child protection procedures
* Work as part of a team and attend team meetings, training events and participate fully in 1:1 sessions and clinical supervision if required
* Work co-operatively and under the management of The Eikon Charity staff
* Work within Eikon’s internal policies, safeguarding and data protection regulations
* Be responsible for equipment/resources linked to service delivery

**About you**

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| **Criteria** | **Assessed by** | **Essential/ Desirable** |
| **Qualifications** | | |
| Relevant qualifications for working with children/young people; accredited programs, mental health, youth work | Application form/Interview | Essential |
| Evidence of continuous training and personal development | Application form | Desirable |
| **Experience** | | |
| Experience of supervising a team within a school/mental health/1:1 service setting | Application form/Interview | Essential |
| Knowledge of mental health issues and effective and appropriate models and interventions for children and young people (eg mentoring, befriending etc) | Application form/Interview | Essential |
| Knowledge of safeguarding and promoting the welfare of children | Application form/Interview | Essential |
| Experience of applying safeguarding and child protection policies and procedures | Application form/Interview | Essential |
| **Skills & Competencies** | | |
| Experience of assessment, risk management and support planning relevant to mental health | Application form/Interview | Desirable |
| Experience of monitoring and impact measurements | Application form/Interview | Essential |
| Ability to seek help, support, manage professional issues and problems | Application form/Interview | Essential |
| Ability to build and maintain relationships with colleagues and from other services | Application form/Interview | Essential |
| Ability to support, train and develop people individually and in groups | Application form/Interview | Essential |
| High standards of written and verbal communication | Application form/Interview | Essential |
| IT and administrative skills, database management | Application form/Interview | Essential |
| Ability to protect vulnerable young children by following national, local and Eikons safeguarding policy and guidance | Application form/Interview | Essential |
| Ability to follow data protection policies and guidance | Application form/Interview | Essential |
| **Other** | | |
| Full UK Driving License and able to travel around Surrey. | Application form | Essential |

This Job Description and Person Specification reflects the duties of the post as they exist at this time and may be subject to change based on the needs of the Department Programme. The post-holder may be required to undertake other duties commensurate with the salary and competence requirements of this post from time to time as required.

**Eikon is committed to safeguarding and promoting the welfare of young people and expects all employees and volunteers to share this commitment. The suitability of all prospective employees or volunteers will be assessed during the recruitment process.**

**An offer of employment will be subject to an approved Enhanced DBS and Barring Disclosure.**

The Eikon Charity is committed to a policy of equality of opportunity and aims to provide a working environment which is free from unfair discrimination and will enable employees and volunteers to fulfil their personal potential.

**Applications**



**As part of our Safer Recruitment Policy, we do not accept CVs.**



If you are interested in applying for the role, please visit our website: [www.eikon.org.uk](http://www.eikon.org.uk)/work-for-us/ where you will find all the information and the application form.

If you have any questions, please contact [recruitment@eikon.org.uk](mailto:recruitment@eikon.org.uk)

**Closing date for applications: 18th September 2025 @ 1700**

**We are scheduling interviews for week commencing 29/09/2025**

We do not provide feedback on applications.

We are happy to provide feedback to unsuccessful candidates who attended an interview upon request.